

Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of the claims:

1. (Currently Amended) A method of providing customer care within a mobile care framework, comprising:

capturing device profile data over-the-air from a device agent within a mobile device, the device profile data comprising user-specific and device-specific data;

matching the device profile data to a customer profile, the customer profile including a profile history;

correlating the device profile data to a database of known mobile device issues and associated solutions to the mobile device issues using an analytics engine programmed to identify a solution for the mobile device ~~solutions for the mobile device issues given the user-specific and device-specific data in the device profile data; and selectively~~ forwarding to the mobile device over-the-air ~~at least one of the~~ solutions identified by the analytics engine for execution by the device agent, wherein the device agent is programmed to capture the device profile data and execute the ~~at least one~~ solution on the mobile device;

receiving, to the database from software application developers, updates or patches that match problem criteria of the mobile device issues.

2. (Currently Amended) The method of claim 1 further comprising, allowing hardware vendors and the software application developers to access the database and provide fixes for bugs in software for the mobile device ~~wherein the capturing step comprises reading configuration data pertaining to the mobile device.~~

3. (Currently Amended) The method of claim 1 further comprising, allowing hardware vendors and the software application developers to query the database and obtain statistics on a number of mobile devices with a particular installed software ~~wherein the capturing step comprises reading resident applications in the mobile device.~~

4. (Original) The method of claim 1, wherein the capturing step comprises reading device profile data selected from the group consisting of configuration settings, resident applications, and diagnostic data.
5. (Original) The method of claim 4, wherein the diagnostic data comprises diagnostic data selected from the group consisting of make and model of the device, total and available memory, total and available storage, battery life, connection strength, connection settings, user requests, usage statistics, soft reset count, recently used applications, memory heap.
6. (Currently Amended) The method of claim 1 further comprising, allowing hardware vendors and the software application developers to query the database and search the device profile data while preserving privacy of a subscriber of the mobile device ~~wherein the device profile data is transmitted over the air using GPRS.~~
7. (Currently Amended) The method of claim 1 further comprising, allowing hardware vendors and the software application developers to access the database and obtain reports on stability of an application in the mobile device ~~wherein the device profile data is transmitted over the air using at least one protocol selected from the group consisting of GPRS, CDMA, UMTS, iDEN, SMS, WiFi, Bluetooth, and infrared.~~
8. (Original) The method of claim 1, wherein the correlating step comprises automatically selecting one or more solutions from among available application or firmware updates, configuration settings, problem resolutions, and user interface configurations.
9. (Original) The method of claim 1, wherein the correlating step further comprises escalating the problem to a second level customer service support bureau.
10. (Original) The method of claim 1, wherein the method is performed at the request of a user of the mobile device.

11. (Original) The method of claim 1, wherein the method is performed as a scheduled event automatically by the device agent.
12. (Original) The method of claim 1, wherein the method is performed at the request of a customer care center.
13. (Original) The method of claim 12, wherein there are a plurality of mobile devices, and the customer care center performs the method for more than one mobile device substantially at the same time.
14. (Currently Amended) A mobile care framework comprising:
a customer care application;
a data store accessible by the customer care application;
an analytics engine for communication between the customer care application and the data store;
a at least one device agent in a mobile device that captures device profile data and responds capable of responding to commands received over-the-air from the customer care application, ~~the device agent being located within a mobile device remote from the customer care application in over the air communication with the customer care application and being programmed to interact with the customer care application;~~
wherein the customer care application is programmed:
(a) to ~~receive the use the over the air connection to capture~~ device profile data from the mobile device, use using the at least one device agent for correlation by the analytics engine to correlate the device profile data with a database of known issues and associated solutions in the data store, and to selectively forward a solution to the ~~at least one mobile device agent at least one solution~~ for execution on the mobile device; and
(b) to match the device profile data to a customer profile, the customer profile including a profile history;

wherein the device profile data comprises user-specific and device-specific data_{[[;]]} and the analytics engine is programmed to identify solutions given the user-specific and device-specific data in the device profile data; and

wherein the database is accessible to hardware vendors and software application developers to provide updates and patches to the database for fixing software problems in mobile devices.

15. (Currently Amended) The mobile care framework of claim 14, wherein the hardware vendors and software application developers query the database to obtain statistics on a number of the mobile devices having a particular installed software~~device profile data is selected from the group consisting of configuration settings, resident applications, and diagnostic data.~~

16. (Currently Amended) The mobile care framework of claim ~~14~~15, wherein the device profile~~diagnostic~~ data comprises diagnostic data selected from the group consisting of make and model of the device, total and available memory, total and available storage, battery life, connection strength, connection settings, user requests, usage statistics, soft reset count, recently used applications, memory heap.

17. (Currently Amended) The mobile care framework of claim 14, wherein the hardware vendors and software application developers access the database to obtain reports on stability of applications in the mobile devices~~device profile data is transmitted over the air using GPRS.~~

18. (Currently Amended) The mobile care framework of claim 14, wherein the hardware vendors and software application developers query the database and search the device profile data while privacy information of subscriber of the mobile device is preserved~~device profile data is transmitted over the air using a protocol selected from the group consisting of GPRS, CDMA, UMTS, iDEN, SMS, WiFi, Bluetooth, and infrared.~~

19. (Original) The mobile care framework of claim 14, wherein the analytics engine is

programmed to select at least one solution from among available application or firmware updates, configuration settings, problem resolutions, user interface configurations.

20. (Original) The mobile care framework of claim 14, wherein the device agent comprises an embedded application.

21. (Original) The mobile care framework of claim 14, wherein the data store is linked to vendor and community support.

22. (Original) The mobile care framework of claim 14, wherein the customer care application comprises a customer service representative interface.

23. (Original) The mobile care framework of claim 14, wherein the analytics engine comprises a rule-based application.

24. (Currently Amended) A mobile phone, comprising:

a device agent that communicates embedded in a mobile device capable of communicating over-the-air with a customer care application within a mobile care framework to provide device profile data comprising user-specific and device-specific data that enables, including identifying information for enabling the customer care application to match the device profile data to a customer profile, including a profile history; the device agent being programmed to receive and execute a at least one solution received selectively forwarded over-the-air from by the customer care application, and further being programmed to capture for capturing the device profile data from the mobile device and execute executing the at least one solution on the mobile device, the at least one solution being based on the user-specific and device-specific data in the device profile data, wherein the device profile data is accessible by software application developers and hardware vendors to provide fixes for bugs in software in the mobile device.

25. (Currently Amended) The mobile device agent of claim 24, wherein the device

agent comprises a user prompt to provide the device profile data to the customer care application and receive and execute solutions.

26. (Currently Amended) The mobile device-agent of claim 24, wherein the device agent comprises a scheduler for timing scheduled provision of the device profile data to the customer care application and receiving and executing solutions.

27. (Previously Presented) The method of claim 1, wherein the device profile data comprises XML data and the solution forwarded comprises XML data.

28. (Previously Presented) The framework of claim 14, wherein the device profile data comprises XML data and the solution forwarded comprises XML data.

29. (Currently Amended) The mobile device-agent of claim 24, wherein the device profile data comprises XML data and the solution forwarded comprises XML data.